

**APPENDIX
PERFORMANCE MEASUREMENTS
(RESALE)**

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APPENDIX PERFORMANCE MEASUREMENTS**1. INTRODUCTION**

- 1.1 This Appendix sets forth the measurements, if met by the applicable SBC Communications Inc. (SBC) owned Incumbent Local Exchange Carrier (ILEC) demonstrate non-discriminatory access to SBC-13STATE's Operations Support Systems (OSS) and cover the five recognized OSS functions (Pre-Ordering, Ordering, Provisioning, Maintenance and Repair, and Billing).
- 1.2 SBC Communications Inc. (SBC) means the holding company which owns the following ILECs: Illinois Bell Telephone Company, Indiana Bell Telephone Company, Michigan Bell Telephone Company, Nevada Bell Telephone Company, The Ohio Bell Telephone Company, Pacific Bell Telephone Company, The Southern New England Telephone Company, Southwestern Bell Telephone Company and/or Wisconsin Bell, Inc. d/b/a Ameritech-Wisconsin.
- 1.3 As used herein, SBC-13STATE means the applicable above listed ILEC doing business in Arkansas, California, Connecticut, Illinois, Indiana, Kansas, Michigan, Missouri, Nevada, Ohio, Oklahoma, Texas, and Wisconsin.
- 1.4 As used herein, SBC-SWBT means the applicable above listed ILEC doing business in Arkansas, Kansas, Missouri, Oklahoma, and Texas.
- 1.5 As used herein, SBC-AMERITECH means the applicable above listed ILEC doing business in Illinois, Indiana, Michigan, Ohio, and Wisconsin.
- 1.6 As used herein, SNET means the applicable above listed ILEC doing business in Connecticut.
- 1.7 As used herein, PACIFIC means the applicable above listed ILEC doing business in California.
- 1.8 As used herein, NEVADA means the applicable above listed ILEC doing business in Nevada.
- 1.9 The performance measurements contained herein, notwithstanding any provisions in any other appendix in this Agreement, are not intended to create, modify or otherwise affect parties' rights and obligations with respect to OSS

access. The existence of any particular performance measure, or the language describing that measure, is not evidence that CLEC is entitled to any particular manner of access, nor is it evidence that SBC-13STATE is limited to providing any particular manner of access. The parties' rights and obligations to such access are defined elsewhere, including the relevant laws, FCC and PUC decisions/regulations, tariffs, and within this interconnection agreement.

2. DEFINITIONS

2.1 When used in this Appendix, the following terms will have the meanings indicated:

2.1.1 Performance Criteria

2.1.1.1 The target level of SBC-13STATE performance specified for each Performance Measurement. Generally, the Performance Measurements contained in this Appendix specify performance equal to that which SBC-13STATE achieves for itself in providing equivalent end user service as the Performance Criterion.

2.1.1.2 Performance Measurements for which parity calculations are not possible have a specified *standard* as the Performance Criterion. Compliance is assessed by comparing the result obtained by the CLEC with the applicable standard using an appropriate statistical test. For certain Performance Measurements, a specific quantitative target has been adopted as the Performance Criterion. The determination of compliance is through the comparison of the measured performance delivered to CLEC and the applicable benchmark.

2.1.2 Performance Measures

2.1.2.1 The set of measures listed in all of Section 5 of this Appendix.

2.1.3 Non-compliance

2.1.3.1 The failure by SBC-13STATE to meet the Performance Criteria for any performance measure identified as an available measurement type in Section 5.

3. SPECIFIED PERFORMANCE STANDARDS

- 3.1 SBC-13STATE will meet the Performance Criteria contained in this Appendix, except for noncompliance with a performance measurement to the extent that such noncompliance was the result of actions or events beyond SBC-13STATE's control, including but not limited to the following: (i) a Force Majeure event; (ii) an act or omission by a CLEC that is contrary to any of its obligations under its interconnection agreement with SBC-13STATE or law; (iii) environmental events beyond SBC-13STATE's control even though not considered "Force Majeure"; and (iv) problems associated with third-party systems or equipment which could not be avoided by SBC-13STATE through the exercise of reasonable diligence, regardless of whether or not such third-party systems or equipment were sold to or otherwise being provided to SBC-13STATE.

4. RECORDS AND REPORTS

- 4.1 SBC-13STATE will not levy a separate charge for provision of the data to CLEC called for under this Appendix. Notwithstanding other provisions of this Agreement, the Parties agree that such data and associated records will be deemed Proprietary Information.
- 4.2 Reports are to be made available to the CLEC by the 20th day following the close of the calendar month. If the 20th day falls on a weekend or holiday, the reports will be made available the next business day.
- 4.3 CLEC will have access to monthly reports through an interactive Website.
- 4.4 UNE measurement categories included on the reports will be zero filled as that data is not applicable to resale services.

5. PERFORMANCE MEASUREMENTS

SBC-13STATE will provide the following Performance Measurements, in accordance with the Business Rules, under this Agreement:

5.1 Pre-Ordering/Ordering

- 5.1.1 **Measurement:** FOC Timeliness
Benchmarks:
*SBC-SWBT/SBC-AMERITECH

All Res and Bus - 95%¹

Complex Bus - 94%

***PACIFIC/NEVADA**

Fully electronic flow through - average 20 minutes

Electronically received/Manually handled - average 6 hours

Manually received/Manually handled - average 12 hours

SNET

90% ≤ 24 business hours (MSAP only)

5.1.2

Measurement:

Pre-Order Response Time

Benchmarks:

***SBC-SWBT/SBC-AMERITECH**

Address Verification 4.7 sec

Request for Telephone 4.5 sec

Number

Request for Customer 6.6 sec.

Service Record (CSR)

Service Availability 6.6 sec.

Service Appointment 1.0 sec.

Scheduling (Due Date)

Dispatch Required 12.6 sec.

PIC Diagnostic only

***PACIFIC/NEVADA**

Mechanized:

Address Verification 4.5 sec

Request for Telephone 4.5 sec

Number

Request for Customer 10.0 sec.

Service Record (CSR)

Service Availability 8.0 sec.

Service Appointment 2.0 sec.

Scheduling (Due Date)

Dispatch Required 11.0 sec.

Manual:

CSRs Standard - 95% in 4 hours²

SNET

98% ≤ 5 sec. (MSAP only)

5.1.3

Measurement: Percentage of Flow-Through Order

Benchmarks:

¹ *Refer to INTERCONNECTION AGREEMENT: General Terms and Conditions, paragraph 2.10.1.

² *Refer to INTERCONNECTION AGREEMENT: General Terms and Conditions, paragraph 2.10.1.

***SBC-SWBT/SBC-AMERITECH**

Diagnostic only

***PACIFIC/NEVADA**

Diagnostic only

SNET

Measure not available

5.1.4 Measurement: OSS Interface Availability**Benchmarks:*****SBC-SWBT/SBC-AMERITECH**

99.5%

***PACIFIC/NEVADA**Parity for systems used by both PACIFIC/NEVADA and CLEC.

99.25% for OSS interfaces used exclusively by CLECs.

SNET

98.9% (MSAP only)

5.1.5 Measurement: Completion Notice Timeliness**Benchmarks:*****SBC-SWBT/SBC-AMERITECH**

97%

***PACIFIC/NEVADA**Fully electronic (orders that flow through) (LEX, EDI) – average
20 minutes

All other interfaces – 90% within 24 hours

SNET98% within ≤ 2 hours (Dispatched Service Orders only)**5.2 Provisioning****5.2.6 Measurement: Installation Appointment Commitment****Benchmarks:*****SBC-SWBT/SBC-AMERITECH**POTS:³Resale POTS parity between Field Work compared to SBC-SWBT

Field Work (N, T, C order types) and No Field Work compared to

SBC-SWBT Retail No Field Work (N, T, and C order types).

Design:

Parity with SBC-SWBT retail***PACIFIC/NEVADA**

POTS: Parity

Design: Parity

³ *Refer to INTERCONNECTION AGREEMENT: General Terms and Conditions, paragraph 2.10.1.

SNETPOTS: ParityDigital Specials: ParityAnalog Specials: Parity**5.2.7 Measurement: Installation Trouble Reports****Benchmarks:*****SBC-SWBT/SBC-AMERITECH**

POTS:

Resale POTS parity between Field Work compared to SBC-SWBT Field Work (N, T, C order types) and No Field Work compared to SBC-SWBT Retail No Field Work (N, T, and C order types).

Design:

Parity with SBC-SWBT retail***PACIFIC/NEVADA**

POTS: Parity

Design: Parity

SNETPOTS: ParityDigital Specials: ParityAnalog Specials: Parity**5.2.8 Measurement: Installation Interval****Benchmark:*****SBC-SWBT/SBC-AMERITECH**

POTS:

Resale POTS parity between Field Work compared to SBC-SWBT Field Work (N, T, C order types) and No Field Work compared to SBC-SWBT Retail No Field Work (N, T, and C order types).

Design:

Parity with SBC-SWBT retail***PACIFIC/NEVADA**POTS: Parity⁴

Design: Parity

DSL: Parity

SNET

POTS:

Vertical Feature/Simple: ParityNon Dispatched ParityDispatched Parity

⁴ *Refer to INTERCONNECTION AGREEMENT: General Terms and Conditions, paragraph 2.10.1.

Digital Specials: Parity
Analog Specials: Parity
DSL: No measure available.

5.2.9 **Measurement:** Delayed Order Interval

Benchmark:

***SBC-SWBT/SBC-AMERITECH**

POTS:

Resale POTS parity between Field Work compared to SBC-SWBT Field Work (N, T, C order types) and No Field Work compared to SBC-SWBT Retail No Field Work (N, T, and C order types).

Design:

Parity with SBC-SWBT retail

***PACIFIC/NEVADA**

POTS: Parity

Design: Parity

SNET

No measure available.

5.3 Maintenance

5.3.10 **Measurement:** Repair Appointment Commitment

Benchmark:

***SBC-SWBT/SBC-AMERITECH**

POTS:

Parity with Retail

***PACIFIC/NEVADA**

POTS: Parity

SNET

POTS: Parity

Digital Specials: Parity

Analog Specials: Parity

5.3.11 **Measurement:** Repeated Trouble Reports

Benchmark:

***SBC-SWBT/SBC-AMERITECH**

POTS:

Parity with Retail

Design:

Parity with Retail

***PACIFIC/NEVADA**

POTS: Parity

Design: Parity

SNET

POTS: Parity

5.3.12 **Measurement:** Mean Time to Repair**Benchmark:***SBC-SWBT/SBC-AMERITECH

POTS:

Parity with Retail

Design:

Parity with Retail

*PACIFIC/NEVADA

POTS: Parity

Design: Parity

SNET

POTS: Parity

Digital Specials: Parity

Analog Specials: Parity

5.3.13 **Measurement:** Customer Trouble Report Rate**Benchmark:***SBC-SWBT/SBC-AMERITECH

POTS:

Parity with Retail

Design:

Parity with Retail

*PACIFIC/NEVADA

POTS: Parity

Design: Parity

SNET

POTS: Parity

5.4 **Billing**5.4.14 **Measurement:** Wholesale Bill Timeliness**Benchmark:***SBC-SWBT/SBC-AMERITECH95% within 6th work day*PACIFIC/NEVADA

99% within 10 days

SNET

No measure available.

6. APPLICABILITY OF OTHER RATES, TERMS, AND CONDITIONS

- 6.1 Every resale service provided hereunder, shall be subject to all rates, terms and conditions contained in this Agreement which are legitimately related to such resale service. Without limiting the general applicability of the foregoing, the following terms and conditions of the General Terms and Conditions are specifically agreed by the Parties to be legitimately related to, and to be applicable to, each resale service provided hereunder: introduction, definitions, interpretation, construction and severability; description and charges of service; notice of changes; general responsibilities of the Parties; effective date, term and termination; fraud by end users; deposits; billing and payment of charges; non-payment and procedures for disconnection; services; additional terms applicable to resale of services; ancillary services; network and service order conditions; dispute resolution; audits; responsibilities of SWBT; disclaimer of representations and warranties; limitation of liability; responsibilities of CLEC; indemnification; remedies; intellectual property; notices; publicity and use of trademarks or service marks; no license; confidentiality; intervening law; governing law; regulatory approval; changes in End User local exchange service provider selection; compliance and certification; law enforcement; no third party beneficiaries; disclaimer of agency; relationship of the Parties/independent contractor; subcontracting; delegation to affiliate; assignment; force majeure; taxes; non-waiver; customer inquiries; expenses; conflicts of interest; survival; appendices incorporated by reference; authority; counterparts; amendments and modifications; and entire agreement.

APPENDIX PRICING

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APPENDIX PRICING**1. INTRODUCTION**

- 1.1 This Appendix sets forth the terms and conditions under which the applicable SBC Communications Inc. (SBC) owned Incumbent Local Exchange Carrier (ILEC) offers services and products to CLEC at the rates, prices and/or charges set forth in the applicable state pricing sheet(s) attached hereto. The services and products offered to CLEC have been divided into two categories: Resale and Other (Resale). These categories are for convenience only and shall not be construed to define or limit any of the terms herein or affect the meaning or interpretation of this Agreement.
- 1.2 SBC Communications Inc. (SBC) means the holding company which owns the following ILECs: Illinois Bell Telephone Company, Indiana Bell Telephone Company Incorporated, Michigan Bell Telephone Company, Nevada Bell Telephone Company, The Ohio Bell Telephone Company, Pacific Bell Telephone Company, The Southern New England Telephone Company, Southwestern Bell Telephone Company and/or Wisconsin Bell, Inc. d/b/a Ameritech Wisconsin.
- 1.3 SBC-13STATE - As used herein, SBC-13STATE means the applicable above listed ILEC(s) doing business in Arkansas, California, Connecticut, Illinois, Indiana, Kansas, Michigan, Missouri, Nevada, Ohio, Oklahoma, Texas, and Wisconsin.
- 1.4 SBC-SWBT - As used herein, SBC-SWBT means the applicable above listed ILEC doing business in Arkansas, Kansas, Missouri, Oklahoma, and Texas.
- 1.5 SBC-AMERITECH - As used herein, SBC-AMERITECH means the applicable above listed ILEC(s) doing business in Illinois, Indiana, Michigan, Ohio, and Wisconsin.
- 1.6 PACIFIC -As used herein, PACIFIC means the applicable above listed ILEC doing business in California.
- 1.7 NEVADA -As used herein, NEVADA means the applicable above listed ILEC doing business in Nevada.
- 1.8 AM-IL -As used herein, AM-IL means the applicable SBC owned ILEC doing business in Illinois.
- 1.9 SNET -As used herein, SNET means the applicable above listed ILEC doing business in Connecticut.

1.10 This section applies to SNET only

1.10.1 Other than as specifically set out elsewhere in this Agreement, SNET resale prices are available as described in DPUC ordered CT Access Service Tariff Section 18.

1.10.2 Operator Services (OS) and Director Assistance (DA) Monthly Recurring Charges (MRCs) and Nonrecurring Charges (NRCs) are set forth in the Connecticut rate sheet attached.

1.11 This section applies to AM-IL only

1.11.1 Other than as specifically set out elsewhere in this Agreement, AM-IL resale prices are available as described in ILL.C.C. No. 20 Tariff Part 22.

1.12 This section applies to SBC-AMERITECH only

1.12.1 If a rate element, price and/or charge for a product or service contained in, referenced to or otherwise provided by SBC-AMERITECH under this Agreement (including any attached or referenced Appendices) is not listed in this Appendix Pricing, including any rates, prices and/or charges developed in response to a CLEC Bona Fide Request(s) (BFR), such rates, prices and charges shall be determined in accordance with Section 252(d) of the Act; provided however, if SBC-AMERITECH provides a product or service that is not subject to the pricing principles of the Act, such rate(s), prices(s) and/or charges shall be as negotiated by SBC-AMERITECH and CLEC.

1.12.2 Except as otherwise agreed upon by the Parties in writing, SBC-AMERITECH shall not be required to provide CLEC a product or service under this Agreement unless and until the Parties have agreed upon a rate element, price or charge (whether a final rate/price/charge or, as agreed upon by the Parties, an interim rate/price/charge subject to a true-up, true-down) applicable to the requested product and/or service.

1.12.3 Certain of the rates, prices and charges set forth in this Appendix Pricing were established by the Commission. If during the Term the Commission or the FCC changes a rate, price or charge in an order or docket that generally applies to the products and services available hereunder, the Parties agree to amend this Appendix Pricing to incorporate such new rates, prices and charges with such rates, prices and charges to be effective as of the date specified in such order or docket.

2. RECURRING CHARGES

- 2.1 Unless otherwise identified in the Pricing Tables, where rates are shown as monthly, a month will be defined as a calendar month. The minimum term for each monthly rated Resale or Other (Resale), and Other element service or product will be one (1) month. After the initial month, billing will be on the basis of whole or fractional months used.
- 2.2 Where rates, prices or charges consist of usage sensitive charges or per occurrence charges, such rates, prices or charges are classified as "recurring charges".
- 2.3 CLEC shall pay for all usage on usage sensitive or per occurrence calls including those that are not completed due to "busy" or "don't answer" status.

3. NONRECURRING CHARGES

- 3.1 Nonrecurring Charges are applicable for both categories of services and products.
- 3.2 For Resale, when a CLEC migrates an End User's existing service and the migration service request also includes the addition of new service or features and/or changes or disconnects some portion of the existing service or features, the normal service order charges and/or non-recurring charges associated with said additions and/or changes will apply.
- 3.3 The appropriate nonrecurring charges shall apply for each service request processed by **SBC-8STATE**, including but not limited to the following:
 - 3.3.1 Installation (Service Order and Connect);
 - 3.3.2 Disconnection (Disconnect);
 - 3.3.3 Rearrangement/modification (Change);
 - 3.3.4 Record Order (Record)
- 3.4 Some items, which must be individually charged, are billed as nonrecurring charges.
- 3.5 CLEC shall pay a service order processing/administration charge for each service order submitted by CLEC to **SBC-AMERITECH** to process a request for installation, disconnection, rearrangement, changes to or record orders for Resale.

3.6 Time and Material charges (a.k.a. additional labor charges) are defined in the document specified below for the ILEC indicated.

3.6.1 Tariff Schedule Cal P.U.C. No.175-T for PACIFIC.

3.6.2 FCC Tariff 73 for SBC-SWBT and NEVADA.

3.6.3 The applicable pricing appendix for SBC-AMERITECH.

4. BILLING TIMELINES- This section applies to PACIFIC only

4.1 To the extent that any billing for services or products offered under this Agreement is made through PACIFIC's Carrier Access Billing System (CABS), the prices for monthly recurring charges (MRCs) and nonrecurring charges (NRCs) provided for in this Agreement may take a substantial period of time from the Effective Date of this Agreement to implement in PACIFIC's CABS.

4.2 To the extent that any billing for services or products offered under this Agreement is made through PACIFIC's CABS, any prices for MRCs and NRCs subsequently adopted by the CPUC may take a substantial period of time from the date of the final order to implement in CABS and shall comply with any Commission timeline.

4.3 Until such time as any prices discussed in Section 5.1 or Section 5.2 above are implemented in CABS, PACIFIC may continue to bill at the established prices contained within the most recent prior interconnection agreement between the Parties, if any. If there is no prior interconnection agreement between the Parties, PACIFIC shall bill at the prices PACIFIC is currently billing one or more of its other CLEC customers that, in PACIFIC's good faith judgment, most closely match the prices applicable hereunder.

4.4 Due to this CABS billing implementation time period, a true-up or true-down of all such prices, without interest, retroactive to the effective date specified in the order or docket, will be due upon billing implementation of the new prices.

5. BILLING

5.1 For information regarding billing, non-payment, disconnection, and dispute resolution, see the General Terms and Conditions of this Agreement.

6. APPLICABILITY OF OTHER RATES, TERMS, AND CONDITIONS

- 6.1 Every resale service provided hereunder, shall be subject to all rates, terms and conditions contained in this Agreement which are legitimately related to such resale service. Without limiting the general applicability of the foregoing, the following terms and conditions of the General Terms and Conditions are specifically agreed by the Parties to be legitimately related to, and to be applicable to, each resale service provided hereunder: introduction, definitions, interpretation, construction and severability; description and charges of service; notice of changes; general responsibilities of the Parties; effective date, term and termination; fraud by end users; deposits; billing and payment of charges; non-payment and procedures for disconnection; services; additional terms applicable to resale of services; ancillary services; network and service order conditions; dispute resolution; audits; responsibilities of SWBT; disclaimer of representations and warranties; limitation of liability; responsibilities of CLEC; indemnification; remedies; intellectual property; notices; publicity and use of trademarks or service marks; no license; confidentiality; intervening law; governing law; regulatory approval; changes in End User local exchange service provider selection; compliance and certification; law enforcement; no third party beneficiaries; disclaimer of agency; relationship of the Parties/independent contractor; subcontracting; delegation to affiliate; assignment; force majeure; taxes; non-waiver; customer inquiries; expenses; conflicts of interest; survival; appendices incorporated by reference; authority; counterparts; amendments and modifications; and entire agreement.

APPENDIX PRICING
AM-IL/COMM SOUTH
COMPANIES, INC.

[illegible]

TBD -To be determined
 NRO -Nonrecurring only
 ICB -Individual Case Basis
 NA -Not Applicable

AMERITECH
 TELEPHONE COMPANY
 MICHIGAN
 Rates
 January 7, 2000

APPENDIX PRICING
 AM-M/COMM SOUTH COMPANIES, INC.

	AIT Generic Rates	
	AIT RECURRING	AIT NON-REC.
RESALE		
	RESALE DISCOUNTS	
	RECURRING	NON-RECURRING
BUSINESS		
LOCAL EXCHANGE SERVICE		
Business 1 Party	18.15%	18.15%
Business - Measured	18.15%	18.15%
Customer Operated Pay Telephone (COPT)	18.15%	18.15%
EXPANDED LOCAL CALLING		
Interzone	18.15%	18.15%
VERTICAL SERVICES		
Anonymous Call Rejection	18.15%	18.15%
Repeat Dialing (Auto Redial)	18.15%	18.15%
Repeat Dialing-Per Use (Auto Redial - Usage Sensitive)	18.15%	18.15%
Call Blocker	18.15%	18.15%
Call Forwarding	18.15%	18.15%
Call Forwarding - Busy Line	18.15%	18.15%
Call Forwarding - Busy Line/Don't Answer	18.15%	18.15%
Call Forwarding - Don't Answer	18.15%	18.15%
Automatic CallBack (Call Return)	18.15%	18.15%
Automatic CallBack-Per Use (Call Return - Usage Sensitive)	18.15%	18.15%
Call Trace	18.15%	18.15%
Call Waiting	18.15%	18.15%
Caller ID WithName (Calling Name)	18.15%	18.15%
Caller ID (Calling Number)	18.15%	18.15%
MultiRing Service -1 (Personalized Ring -1 Dependent Number)	18.15%	18.15%
MultiRing Service -2 (Personalized Ring -2 Dependent Numbers)	18.15%	18.15%
Remote Access to Call Forwarding (Grandfathered)	0%	0%
Selective Call Forwarding	0%	0%
Multi-Path Call Forwarding (Simultaneous Call Forwarding)	18.15%	18.15%
Remote Call Forwarding-Per Feature	18.15%	18.15%
RCF, Interstate, Interexchange	18.15%	18.15%
RCF, Intrastate	18.15%	18.15%
RCF, Interstate, International	18.15%	18.15%
RCF, Intrastate, Interexchange	18.15%	18.15%
RCF to 800	18.15%	18.15%
RCF Additional	18.15%	18.15%
Speed Calling 8	18.15%	18.15%
Speed Calling 30	18.15%	18.15%
Three Way Calling	18.15%	18.15%
Call Screening	18.15%	18.15%
Busy Line Transfer	18.15%	18.15%
Alternate Answer	18.15%	18.15%
Message Waiting - Tone	18.15%	18.15%
Easy Call	18.15%	18.15%
Prime Number Service	18.15%	18.15%
AMERITECH Privacy Manager	18.15%	18.15%
Name and Number Delivery Service	18.15%	18.15%
DID		
DID	18.15%	18.15%
TRUNKS		
Trunk	18.15%	18.15%
AIN		
Area Wide Networking	18.15%	18.15%
Ameritech Switch Alternate Routing (ANSAR)	18.15%	18.15%
Ameritech Customer Location Alternate Routing (ACLAR)	18.15%	18.15%
OTHER		
Grandfathered Services	0.00%	0.00%
Promotions (Greater than 90 days)	18.15%	18.15%
TouchTone (Business)	18.15%	18.15%
TouchTone (Trunk)	18.15%	18.15%
900/976 Call Blocking (900/976 Call Restriction)	0%	0%
976 (976 Information Delivery Service)	0%	0%
Access Services (See Access Tariff)	0%	0%
Additional Directory Listings	18.15%	18.15%

TBD -To be determined
 NRO -Nonrecurring only
 ICB -Individual Case Basis
 NA -Not Applicable

AMERITECH
 TELEPHONE COMPANY
 MICHIGAN
 Rates
 January 7, 2000

APPENDIX PRICING
 AM-MV/COMM SOUTH COMPANIES, INC.

	AIT Generic Rates	
	AIT RECURRING	AIT NON-REC.
Carrier Disconnect Service (Company Initiated Suspension Service)	0%	0%
Connection Services	18.15%	18.15%
Premise Services/Line Backer (Maintenance of Service Charges)	0%	0%
Shared Tenant Service	0%	0%
ISDN		
ISDN	18.15%	18.15%
DIRECTORY ASSISTANCE SERVICES		
Directory Assistance Services	18.15%	20.29%
Local Operator Assistance Service	18.15%	18.15%
TOLL		
TOLL	18.15%	18.15%
OPTIONAL TOLL CALLING PLANS		
Optional Toll Calling Plans	18.15%	18.15%
CENTREX (PLEXAR)		
Ameritech Centrex Service ACS	18.15%	18.15%
Ameritech Centrex Network Manager	0%	0%
PRIVATE LINE		
Analog Private Lines	18.15%	18.15%
Private Line Channel Services	18.15%	18.15%
RESIDENCE	RESALE DISCOUNTS	
LOCAL EXCHANGE SERVICE	RECURRING	NON-RECURRING
Life Line	0%	0%
Residence 1 Party	18.15%	18.15%
Residence Measured	18.15%	18.15%
EXPANDED LOCAL CALLING		
Interzone	18.15%	18.15%
VERTICAL SERVICES		
Anonymous Call Rejection	18.15%	18.15%
Repeat Dialing (Auto Redial)	18.15%	18.15%
Repeat Dialing - Per Use (Auto Redial - Usage Sensitive)	18.15%	18.15%
Call Blocker	18.15%	18.15%
Call Forwarding	18.15%	18.15%
Call Forwarding - Busy Line	18.15%	18.15%
Call Forwarding - Busy Line/Don't Answer	18.15%	18.15%
Call Forwarding - Don't Answer	18.15%	18.15%
Automatic Call-Back (Call Return)	18.15%	18.15%
Automatic Call-Back Per Use (Call Return - Usage Sensitive)	18.15%	18.15%
Call Trace	18.15%	18.15%
Call Waiting	18.15%	18.15%
Caller ID with Name (Calling Name)	18.15%	18.15%
Caller ID (Calling Number)	18.15%	18.15%
Multi-Ring Service - 1 (Personalized Ring - 1 dependent number)	18.15%	18.15%
Multi-Ring Service - 2 (Personalized Ring - 2 dependent numbers - 1st dependent number)	18.15%	18.15%
Priority Call	18.15%	18.15%
Remote Access to Call Forwarding (GF)	0%	0%
RCF, Interstate, Interexchange	18.15%	18.15%
RCF, Intrastate	18.15%	18.15%
RCF, Interstate, International	18.15%	18.15%
RCF, Intrastate, Interexchange	18.15%	18.15%
RCF to 800	18.15%	18.15%
RCF Additional	18.15%	18.15%
Selective Call Forwarding	18.15%	18.15%
Speed Calling 8	18.15%	18.15%
Three Way Calling	18.15%	18.15%
Call Screening	18.15%	18.15%
Busy Line Transfer	18.15%	18.15%
Alternate Answer	18.15%	18.15%
Message Waiting - Tone	18.15%	18.15%
Easy Call	18.15%	18.15%
AMERITECH Privacy Manager	18.15%	18.15%
Name and Number Delivery Service	18.15%	18.15%

TBD - To be determined
 NRO - Nonrecurring only
 ICB - Individual Case Basis
 NA - Not Applicable

AMERITECH
 TELEPHONE COMPANY
 MICHIGAN
 Rates
 January 7, 2000

APPENDIX PRICING
 AM-M/COMM SOUTH COMPANIES, INC.

		AIT Generic Rates		
		AIT RECURRING		AIT NON-REC.
ISDN				
ISDN		18.15%	18.15%	
DIRECTORY ASSISTANCE SERVICES				
Directory Assistance Services		18.15%	18.15%	
Local Operator Assistance Service		18.15%	18.15%	
OTHER				
Grandfathered Services		0%	0%	
Promotions (Greater than 90 Days)		18.15%	18.15%	
TouchTone		18.15%	18.15%	
Home Services Packages		18.15%	18.15%	
900/976 Call Blocking (900/976 Call Restriction)		0%	0%	
976 (976 Information Delivery Service)		0%	0%	
Access Services (See Access Tariff)		0%	0%	
Additional Directory Listings		18.15%	18.15%	
Carrier Disconnect Service (Company Initiated Suspension Service)		0%	0%	
Connection Services		18.15%	18.15%	
Premise Services/Line Backer (Maintenance of Service Charges)		0%	0%	
Shared Tenant Service		0%	0%	
TOLL				
Toll		18.15%	18.15%	
Electronic Billing Information Data (daily usage)		\$0.00		
per message				
Local disconnect Report (LDR)				
Per WTN		\$0.00		
Line Connection Charge				
Residence			\$34.38	
Business			\$34.38	
Service Order/Service Request Charge				
Residence			N/A	
Business			N/A	
Non-Electronic (Manual) Service Order Charge				
Residence			\$8.91	
Business			\$8.91	

TBD -To be determined
 NRO -Nonrecurring only
 ICB -Individual Case Basis
 NA -Not Applicable

AMERITECH
 TELEPHONE COMPANY
 OHIO
 Rates
 January 7, 2000

APPENDIX PRICING
 AM-OH/COMM SOUTH COMPANIES, INC.

		AIT Generic Rates		
		AIT RECURRING		AIT NON-REC.
RESALE				
		RESALE DISCOUNTS		
		RECURRING	NON-RECURRING	
BUSINESS				
LOCAL EXCHANGE SERVICE				
Business 1 Party		20.29%	20.29%	
Business - Measured		20.29%	20.29%	
Customer Operated Pay Telephone (COPT)		20.29%	20.29%	
EXPANDED LOCAL CALLING				
Extended Area Service		20.29%	20.29%	
VERTICAL SERVICES				
Anonymous Call Rejection		20.29%	20.29%	
Repeat Dialing (Auto Redial)		20.29%	20.29%	
Repeat Dialing-Per Use (Auto Redial - Usage Sensitive)		20.29%	20.29%	
Call Blocker		20.29%	20.29%	
Call Forwarding		20.29%	20.29%	
Call Forwarding - Busy Line		20.29%	20.29%	
Call Forwarding - Busy Line/Don't Answer		20.29%	20.29%	
Call Forwarding - Don't Answer		20.29%	20.29%	
Automatic CallBack (Call Return)		20.29%	20.29%	
Automatic CallBack-Per Use (Call Return - Usage Sensitive)		20.29%	20.29%	
Call Trace		20.29%	20.29%	
Call Waiting		20.29%	20.29%	
Caller ID WithName (Calling Name)		20.29%	20.29%	
Caller ID (Calling Number)		20.29%	20.29%	
MultiRing Service -1 (Personalized Ring -1 Dependent Number)		20.29%	20.29%	
MultiRing Service -2 (Personalized Ring - 2 Dependent Numbers)		20.29%	20.29%	
Remote Access to Call Forwarding (Grandfathered)		0.00%	0.00%	
Selective Call Forwarding		0.00%	0.00%	
Multi-Path Call Forwarding (Simultaneous Call Forwarding)		20.29%	20.29%	
Remote Call Forwarding-Per Feature		20.29%	20.29%	
RCF, Interstate, Interexchange		20.29%	20.29%	
RCF, Intrastate		20.29%	20.29%	
RCF, Interstate, International		20.29%	20.29%	
RCF, Intrastate, Interexchange		20.29%	20.29%	
RCF to 800		20.29%	20.29%	
RCF Additional		20.29%	20.29%	
Speed Calling 8		20.29%	20.29%	
Speed Calling 30		20.29%	20.29%	
Three Way Calling		20.29%	20.29%	
Call Screening		20.29%	20.29%	
Busy Line Transfer		20.29%	20.29%	
Alternate Answer		20.29%	20.29%	
Message Waiting - Tone		20.29%	20.29%	
Easy Call		20.29%	20.29%	
Prime Number Service		20.29%	20.29%	
AMERITECH Privacy Manager		20.29%	20.29%	
Name and Number Delivery Service		20.29%	20.29%	
DID				
DID		20.29%	20.29%	
TRUNKS				
Trunk		20.29%	20.29%	

TBD -To be determined
 NRO -Nonrecurring only
 ICB -Individual Case Basis
 NA -Not Applicable

AMERITECH
 TELEPHONE COMPANY
 OHIO
 Rates
 January 7, 2000

APPENDIX PRICING
 AM-OH/COMM SOUTH COMPANIES, INC.

		AIT Generic Rates			
		AIT RECURRING		AIT NON-REC.	
AIN					
Area Wide Networking		20.29%	20.29%		
Emergency Referral Message Service (Disaster Routing Service)		20.29%	20.29%		
Ameritech Switch Alternate Routing (ANSAR)		20.29%	20.29%		
Ameritech Customer Location Alternate Routing (ACLAR)		20.29%	20.29%		
OTHER					
Grandfathered Services		0.00%	0.00%		
Promotions (Greater than 90 days)		20.29%	20.29%		
TouchTone (Business)		20.29%	20.29%		
TouchTone (Trunk)		20.29%	20.29%		
ISDN					
ISDN		20.29%	20.29%		
DIRECTORY ASSISTANCE SERVICES					
Local Operator Assistance Service		20.29%	20.29%		
TOLL					
TOLL		20.29%	20.29%		
OPTIONAL TOLL CALLING PLANS					
Optional Toll Calling Plans		20.29%	20.29%		
CENTREX (PLEXAR)					
CENTREX ACS		20.29%	20.29%		
CENTREX ACS Ameritech CENTREX Network Manager		0.00%	0.00%		
PRIVATE LINE					
Analog Private Lines		20.29%	20.29%		
Private Line Channel Services		20.29%	20.29%		
RESIDENCE		RESALE DISCOUNTS			
LOCAL EXCHANGE SERVICE		RECURRING	NON-RECURRING		
Life Line		0.00%	0.00%		
Residence 1 Party		20.29%	20.29%		
Residence Measured		20.29%	20.29%		
EXPANDED LOCAL CALLING					
Extended Area Service		20.29%	20.29%		
VERTICAL SERVICES					
Anonymous Call Rejection		20.29%	20.29%		
Repeat Dialing (Auto Redial)		20.29%	20.29%		
Repeat Dialing -Per Use (Auto Redial - Usage Sensitive)		20.29%	20.29%		
Call Blocker		20.29%	20.29%		
Call Forwarding		20.29%	20.29%		
Call Forwarding - Busy Line		20.29%	20.29%		
Call Forwarding - Busy Line/Don't Answer		20.29%	20.29%		
Call Forwarding - Don't Answer		20.29%	20.29%		
Automatic Call-Back (Call Return)		20.29%	20.29%		
Automatic Call-Back Per Use (Call Return - Usage Sensitive)		20.29%	20.29%		
Call Trace		20.29%	20.29%		
Call Waiting		20.29%	20.29%		
Caller ID with Name (Calling Name)		20.29%	20.29%		
Caller ID (Calling Number)		20.29%	20.29%		
Multi-Ring Service - 1 (Personalized Ring - 1 dependent number)		20.29%	20.29%		
Multi-Ring Service - 2 (Personalized Ring - 2 dependent numbers - 1st dependent number)		20.29%	20.29%		
Remote Access to Call Forwarding (GF)		0.00%	0.00%		
RCF, Interstate, Interexchange		20.29%	20.29%		
RCF, Intrastate		20.29%	20.29%		
RCF, Interstate, International		20.29%	20.29%		
RCF, Intrastate, Interexchange		20.29%	20.29%		
RCF to 800		20.29%	20.29%		
RCF Additional		20.29%	20.29%		

TBD -To be determined
 NRO -Nonrecurring only
 ICB -Individual Case Basis
 NA -Not Applicable

AMERITECH
 TELEPHONE COMPANY
 OHIO
 Rates
 January 7, 2000

APPENDIX PRICING
 AM-OH COMM SOUTH COMPANIES, INC.

	AIT Generic Rates		
	AIT RECURRING		AIT NON-REC.
Selective Call Forwarding	20.29%	20.29%	
Speed Calling 8	20.29%	20.29%	
Three Way Calling	20.29%	20.29%	
Call Screening	20.29%	20.29%	
Busy Line Transfer	20.29%	20.29%	
Alternate Answer	20.29%	20.29%	
Message Waiting - Tone	20.29%	20.29%	
Easy Call	20.29%	20.29%	
AMERITECH Privacy Manager	20.29%	20.29%	
Name and Number Delivery Service	20.29%	20.29%	
ISDN			
ISDN	20.29%	20.29%	
DIRECTORY ASSISTANCE SERVICES	20.29%	20.29%	
Local Operator Assistance Service	20.29%	20.29%	
OTHER			
Grandfathered Services	0.00%	0.00%	
Promotions (Greater than 90 Days)	20.29%	20.29%	
TouchTone	20.29%	20.29%	
Home Services Packages	20.29%	20.29%	
TOLL			
Custom and Dedicated 800 Service (Home 800)	20.29%	20.29%	
IntraLATA MTS	20.29%	20.29%	
900/976 Call Blocking (900/976 Call Restriction)	20.29%	20.29%	
976 (976 Information Delivery Service)	20.29%	20.29%	
Access Services (See Access Tariff)	0%	0%	
Additional Directory Listings	20.29%	20.29%	
Carrier Disconnect Service (Company Initiated Suspension Service)	20.29%	20.29%	
Connection Services	20.29%	20.29%	
Premise Services/Line Backer (Maintenance of Service Charges)	0%	0%	
Shared Tenant Service	0%	0%	
Toll Restriction	20.29%	20.29%	
Electronic Billing Information Data (daily usage)	\$0.00		
per message			
Local disconnect Report (LDR)			
Per WTN	\$0.00		
Line Connection Charge			
Complex (Residence)		N/A	
Complex (Business)		N/A	
Simple (Residence)		N/A	
Simple (Business)		N/A	
Service Order/Service Request Charge			
Complex (Residence)		\$14.07	
Complex (Business)		\$12.63	
Simple (Residence)		\$14.07	
Simple (Business)		\$20.33	
Non-Electronic (Manual) Service Order Charge			
Complex (Residence)		\$9.02	
Complex (Business)		\$9.02	
Simple (Residence)		\$9.02	
Simple (Business)		\$9.02	